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Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

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IMPORTANT NOTICE

Si no puede leer este aviso, llame al 1-888-901-4999 para obtener ayuda

We are providing this Notice to you as part of our commitment to your privacy. Please be assured that the New Hampshire Department of Health and Human Services (DHHS) takes the matter of privacy and security in the handling of protected health information and personal information very seriously. On November 4, 2016, DHHS determined that a breach of confidential personal information from DHHS files had occurred which involved access by a single unauthorized individual. The breach was discovered when the individual posted some information to social media. With the assistance of law enforcement, the information was removed within 24 hours and a criminal investigation is ongoing. We have investigated and learned that your protected health information and/or personal information may have been compromised.

DHHS worked with law enforcement and the New Hampshire Department of Information Technology and took immediate steps to secure and safeguard its systems and have eliminated the source of the breach so protected health information and/or personal information can no longer be accessed by unauthorized individuals. We have no evidence that any credit card or banking information was accessed or obtained or that the information accessed has been used to access any person's accounts.

INFORMATION ACCESSED

DHHS has determined that your protected health information and/or personal information have been accessed. The data accessed includes protected health information and/or personal information regarding individuals having involvement with the New Hampshire Department of Health and Human Services prior to November 2015. Not all types of information were accessed for all individuals receiving this Notice. However, the information accessed included your name and at least one of the following: date of birth, address, social security number, Medicaid identification number, and medical services records.

TOLL FREE NUMBER

DHHS is providing a toll free telephone number that you can call if you have questions regarding this incident. The toll free number is **1-888-901-4999**. In addition, DHHS is posting notice and additional information regarding this incident on our website, which is www.dhhs.nh.gov

STEPS TO TAKE TO PROTECT YOURSELF

Again, DHHS has no evidence that any credit card or banking information was accessed. However, you may wish to take steps to monitor your credit and bank accounts. You can protect yourself from incidents of identity theft or fraud by reviewing your account statements and monitoring

your credit. You should report any suspicion of identity theft or fraud to local law enforcement or the Consumer Protection Bureau at the New Hampshire Department of Justice.

You may want to consider obtaining a credit fraud alert or a credit security freeze by contacting major consumer credit bureau reporting agencies:

Experian.com/fraudalert – 1-888-397-3742

TransUnion.com/fraud – 1-800-680-7289

Equifax.com/CreditReportAssistance – 1-888-766-0008

- Credit fraud alert – Fraud alerts can help prevent an identity thief from opening any new accounts in your name. Contact the toll-free fraud number of any of the three consumer reporting companies listed above to place a free fraud alert on your credit report. The company you contact is required to contact the other two companies.
- Credit security freeze – by placing a credit security freeze, you prevent review of your credit history by creditors, insurance companies, and employers unless you give explicit permission for them to see your credit history. There may be a fee of not more than \$10 if you wish to place a credit security freeze.

The following resources may provide further guidance on protecting yourself from identity theft:

- The New Hampshire Department of Justice's website on Identity Theft, located at <http://doj.nh.gov/consumer/identity-theft/index.htm>
- The Federal Trade Commission's website on identity theft, located at <https://www.identitytheft.gov/>

We understand that this may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. Please be assured that DHHS takes the matter of privacy and security in the handling of confidential information very seriously. We are working closely with the Department of Information Technology and others to investigate this particular incident and to mitigate any effects. We are also taking this opportunity to review our computer systems and privacy and security policies and procedures and we will be taking steps going forward to improve our management and security of protected health information and/or personal information.